



N.C. Board of Transportation – Working Lunch

NCDOT Report (Performance Update)

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Establishment of “DOT Report” Program

Session Law 2015-241 House Bill 97

Section 29.14 136-18.05

- **Intent:** Increased transparency and responsiveness to public to improve our transportation services

R
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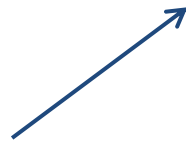
E
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P
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O
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R
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T
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- Conduct annual employee satisfaction survey
- Conduct annual survey of NC citizens to measure level of customer satisfaction



Performance Update - Surveys

Employee Engagement Survey

- Administered in December 2015
 - 45 questions
 - Multiple choice & 5 essay
 - Provided paper copies to field personnel (responses were transcribed)
- Survey results being finalized
- Senior leadership team will review results this month
- Human Resources developing plan for roll out and action

Customer/Citizen Survey

- Survey results announced in March (84% satisfaction rate)
- Consideration for 2016 survey deployment under development
- Final report available on NCDOT.gov





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Adopt-A-Highway Volunteers and NCDOT Promote Litter Sweep



Campaign runs April 16-30 RALEIGH — Hundreds of volunteers from across North Carolina are gearing up for some spring cleaning – outdoors. The N.C. Department of Transportation's Adopt-A-Highway...

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**DOT REPORT Program****Performance Dashboard****Project Progress Report****Report a Road Hazard**

DOT REPORT Program

Per session law 2015-241, 136-18.05, Section 29.14, the North Carolina Department of Transportation is committed to Responsiveness, Efficiency, Performance, Oversight, Restructure, and Transparency. By doing so, the department has established the DOT REPORT program. The following information provides detailed information on each component of the REPORT program.

**Responsiveness**

Increase transparency and public responsiveness to improve the condition of our roads by quickly addressing structural problems and other reported road hazards.

- [Contact NCDOT to report a road hazard or ask a question](#)

**Efficiency**

Adopt procedures to streamline project delivery and establish baseline unit pricing for transportation goods.

- [Establishing Baseline Unit Pricing & Streamlining Project Delivery Report \(PDF\)](#) (coming soon)

**Performance**

Increase transparency and responsiveness to the public by conducting an annual survey of North Carolina residents to measure the level of satisfaction with transportation services and an annual employee satisfaction survey.

- [2015 Customer/Citizen Survey Report](#)
- [2015 DOT Employee Engagement Survey Report](#) (coming soon)
- [Annual Performance Reports](#)